**POSITION DESCRIPTION**

MLS Director

Multiple Listing Service Director

REPORTS TO: Chief Executive Officer

**CONTRIBUTION to Central Panhandle Association of Realtors®**

The MLS Director primary contribution to CPAR is to manage the Multiple Listing Service in a way that encourages Cooperation and Competition to make the real estate market work in our service area. The MLS Director will also manage the hardware and software needs of the association, establish a proper flow of data between CPAR’s various systems, identify and resolve inefficiencies within the business, and to manage the professional image of the association in marketing. The MLS Director will bring to the position a desire to have CPAR be a standard of excellence for Realtor Associations in Florida.

**SCOPE OF RESPONSIBILITY**

MLS Director is responsible for providing technical and Multiple Listing Service (MLS) education and support for members and staff. The position will ensure that members receive timely and accurate information to resolve their issues when they call into the Association for support, ensure that effective communication and training on the MLS system is provided to members, and that the citation program is administered effectively and fairly. They will also manage data feeds, ensure MLS rules, and be responsible for installing and maintaining all staff hardware and software.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

* Responsible in overseeing resolution and troubleshooting all Flex MLS access and configuration issues, as well as other technology issues, for Central Panhandle Association of REALTORS® members and staff.
* Staff liaison to the MLS Committee. Duties include assisting with agenda preparation, recording of action items at meetings, attendance records, etc.
* Updates Flex MLS with the changes requested by the MLS Committee and manages all settings, fields, and options within that system.
* Installs and maintains office computers, software, and peripheral equipment.
* Trains staff on how to use office computers, software, and peripheral equipment.
* Trains and educates members on all association technology tools
* Oversees all association telecommunications, including telephone and internet connectivity.
* Maintains relationships with technology vendors to ensure functionality and service.
* Reviews, evaluates and recommends technology and software systems for upgrades and changes based on best practices.
* Oversees electronic access to Association’s facilities, including electronic locks and alarm systems.
* Ensures room renters have appropriate means to gain access.
* Manages and sets up equipment for room rental, education classes and meetings.
* Responsible for building signage for safety and other legal requirements.
* Manage and maintain cloud environment, including database, file, web and email.
* Supervises the administration of the MLS Citation Program.
	1. Upon receiving a complaint regarding a violation of the MLS Rules, follows the enforcement procedures outlined in the MLS Rules.
	2. Upon receiving an inquiry about how to comply with the MLS Rules, provides the person with the information necessary to comply with the MLS Rules.
	3. Processes complaints about the MLS Rules.
	4. Maintains all records in relation to the MLS Citation Program.
	5. Responsible for setup and maintenance of iCheck.
* Responsible for ensuring proper phone coverage for answering calls, resolving difficult customer service issues, and coaching staff on customer service related issues.
* Participates and is an integral part in the Association’s planning and goal setting.
* Works with the MLS Committee, the Professional Development Committee and Education Coordinator to determine computer-related training needs. Develops training materials and/or handouts. Conducts training classes for FlexMLS, Member Portal and other services as directed.
* Assists in the coordination and management of data exchange between MLS and other information systems.
* Manages the Supra Lock Box system including inventory of boxes, distribution, and training.
* Maintains inventory of all technology in the association office to include but not limited to phone system, networking equipment, computers, monitors, and projection equipment.
* Manages and approves all technology related billing and ensures that CPAR is being billed properly.
* Analyzes all technology to determine if it’s necessary and cost effective.
* Manages data feeds for Publishers, Vendors, IDX, RETS, FTP, etc.
* Administrator for Microsoft 365, including Share Point Admin.
* Responsible for identifying inefficiencies and creating processes for staff for technology, billing, and customer service in order to maximize efficiency and consistency.
* Performs other duties as directed by the CEO

 **Knowledge and Education**

* Possess exemplary analytical and troubleshooting skills.
* Ability to learn and support FLEX Multiple Listing Service and related real estate technologies.
* Ability to identify and diagnose complex IT problems and implement solutions rapidly and effectively.
* Proficient partnering, communication, and negotiation skills to interact effectively with company associates.
* Ability to work in a fast-paced, team-based, customer service-oriented environment.
* Ability to handle stressful situations under pressure.
* Ability to create clear and concise documentation for information systems.
* Proficient technical knowledge of Microsoft products, Microsoft Office Suite 365, cloud, SharePoint, spreadsheet programs and server.
* Ability to conduct both one-on-one and group training
* Ability to work with window servers and wireless routers
* Proficient knowledge in configuring and troubleshooting wireless devices, printers, servers, desktops, laptops, tablets, and smartphones.
* Proficient knowledge in programming languages HTML

**Qualifications**

* Computer training skills.
* Proficient with Microsoft Office 365 and Admin capabilities
* Must have group presentation skills.
* Possess strong verbal and written communication skills.
* Strong customer service and positive attitude.

**Note:**

This job description is not intended to be, and should not be construed as, an all-inclusive list of responsibilities, skills, efforts, or working conditions associated with the position. While it is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add, or remove duties, and to assign other duties as necessary.